

ACT Program Frequently Asked Questions

What is coaching?

A coach is a personal change expert. Coaches help people like you grow faster, perform at a higher level, understand themselves more deeply, and live with greater purpose and fulfillment. In the same way that a personal trainer helps a pro athlete maximize performance, a personal coach can help you get the most out of life.

Is this like coaching in sports?

While coaching has roots in the sporting world, the discipline of leadership coaching is very different from coaching a team. For instance, a key function of a sports coach is teaching an athlete the finer points of how to play the game. Leadership coaches don't teach: they help *you* learn what *you* want to know. While sports coaches call the plays, in leadership coaching the client sets the agenda, and the coach helps that person develop and walk out a plan for how to get there.

What are the benefits of becoming a coach?

Coaching is a great way to help others set and reach goals, change habits or improve their performance. It is particularly effective at developing leaders, because coaching helps people learn to take responsibility, solve their own problems and become dream-reachers. If you want to help others be all they can be, coaching skills can make a big difference in your effectiveness.

What will this program train me to do?

Coaching is conversational and relational, so much of the coach training process focuses around sharpening your skills in those areas. You'll learn the discipline of asking great questions, and how to listen for intuitive cues that can unlock a breakthrough. We cover providing effective, healthy accountability, how to quickly develop a transparent relationship with almost anyone, and living the lifestyle of a coach. And we'll show you how to set up a coaching relationship, how to structure a coaching conversation, and ways to develop action steps that actually get done.

Most importantly, you'll absorb the coaching values and learn to coach from the heart. Coaching is more than a set of techniques: it's the disciplines of believing in people. The ACT program will help you practice the disciplines of coaching and make the coaching approach a habit.

Do I have to sit through a bunch of lectures to learn this?

No!! In fact, TLC training programs are highly interactive: less than one seventh of program time is spend on input and reading. Instead, we take each principle or technique and describe it, model it, discuss it, give you a chance to practice it with feedback from peers and instructors, and then have you do it in real situations. The objective is to transform the way you *act* instead of just filling your head with information.

What is included in the ACT program?

The ACT program includes a 9-week training phase that prepares you to coach, followed by a 12-week support phase where we walk with you as you begin coaching to get you off to a great start. You'll meet weekly with a peer partner during the training phase to build a great relationship and work on your coaching skills, and during the support phase you and your peer will get four personal coaching sessions with a professional coach. The program also includes two day-long interactive workshops and 14 tele-class skill sessions. That's the equivalent of almost 30 contact hours with a professional coach trainer.

How much time does this program take?

The training phase takes 2-3/4 hours per week for eight weeks, plus the two one-day workshops. Each week includes a 1-hour interactive skill session, a 1-hour skill session with your peer partner, and 45 minutes of independent study exercises. The support phase takes only about an hour and a quarter per week for 12 weeks. The entire ACT program provides a total of about 50 hours of training.

Do I get to be coached as part of the program?

Yes! In the support phase, you and your peer partner will receive four sessions with a TLC professional coach. You'll experience what it's like to have a great coach work with you on a personal change goal that you set. In addition, you'll get to watch the coach at work with your peer partner to see how it's done. Each coaching session is followed by a debriefing where you can ask, "Why'd you do that?" to learn even more from the experience. And in two of the sessions, you'll get a chance to be the coach and get feedback on how you did.

Who can enroll in the ACT program?

The ACT program is open to groups of leaders who want to become coaches. Usually an organization will host the training program and select a group (minimum size 8) of their own leaders to go through the program. Guidelines for organizations to use in selecting coach training candidates are in the *ACT Sponsoring Organization Packet*, available on the ACT web site (www.ACTProgram.net).

Is this for individuals or just for groups?

The ACT program uses group coaching and tele-classes as the primary training venues, so it is designed for groups of at least eight individuals only. If you are an individual desiring coach training, look into TLC's professional coach training program (www.TransformationalCoaching.com), which is offered to individuals as well as groups.

What is the peer relationship like?

Because coaching is highly relational, a vital part of ACT training is developing a peer relationship with another ACT trainee. You'll set up the relationship at the first workshop, then meet weekly throughout the training phase. Together you'll do relationship-building exercises, experiment with personal accountability and practice your coaching skills. In phase II, you'll begin coaching each other for additional practice and to further develop your relationship. TLC trainees consistently report that their peer relationship was one of the best parts of the program.

My spouse and I are both taking the program: can we be peers?

One of the key objectives of the peer relationship in the ACT program is to learn how to build authentic, accountable relationships with others quickly. Since you already have a committed relationship with your spouse, having him or her as a peer will not be as helpful at learning relationship-building skills. Therefore, we ask that spouses not be peer partners for the program.

Can my spouse and I share a manual?

Since the manual fee includes the certificate and other services as well, each ACT participant must purchase their own manual. Spouses may not share a manual.

What happens if I want more training?

TLC offers a unique upgrade option that allows the ACT program to count as one course of the three you need to complete TLC's professional coaching certification program. (You simply take a four-week re-entry tele-class to bring you up to speed.) The upgrade program preserves your investment in ACT if you choose to pursue more training and makes it easy to go on for more. Ask your trainer for details.

Who will be our trainer for the program?

The ACT program is run independently by TLC-certified coach trainers. These are individuals who've been through TLC's professional training program, shown outstanding aptitude for coaching, and have undergone additional training to prepare them to train coaches. If you are not working with a trainer already, contact TLC (888-TLC-

2234) or review the list of qualified trainers on the ACT web site to get in touch with a qualified trainer in your region.

Can the program be adapted to match my organization's needs?

Yes—but certain standards must be followed to qualify for the "TLC Growth Coach" certificate and the upgrade option. Check with your trainer for details.

Once we've been through the program, can we run it ourselves?

One of the benefits of working with TLC is that a member of your own organization can become a TLC-certified coach trainer, allowing you to run the entire ACT program internally (the only thing you need to purchase is the manuals). Contact TLC or visit the TLC web site (www.TransformationalCoaching.com) for more details.

What does the ACT program cost?

Fees for the ACT program vary with the experience of your trainer and the size of the training group. Ask your trainer for a quotation for your organization.